

## Chapter 2 • The People We Serve

### INTRODUCTION

DSHS helps people in need by providing them with food, shelter, protection, medical care, treatment and other social services. Between July 2003 and June 2004, we served more than 1.5 million people – 25% of all residents in Washington State.

DSHS administers a wide array of human service programs, including Temporary Assistance for Needy Families, Medicaid, and Child Welfare programs.

Individuals and families can apply for DSHS services through the local Community Services Offices. Many of these offices house multiple DSHS programs. This encourages the coordination of services among programs for clients with multiple needs. In addition, people can apply for Long-Term Care services in Home and Community Services Offices.

The department also manages institutions such as residential habilitation centers, state mental health hospitals, and correctional facilities for juvenile offenders and sex offenders. In addition, DSHS protects vulnerable individuals by licensing and monitoring care providers, and conducting inspections and investigations.

Nearly 80% of the department budget goes to contracted service providers and reimbursing foster parents. Contracted providers include local hospitals, nursing homes, non-profit and for-profit agencies, group homes, boarding homes, and individual care givers. Various programs also provide funding to tribal, county, and city governments for their human services.

#### State Residents Receiving DSHS Services between June 2003 and July 2004

DSHS Services by Major Program	ALL AGES			
	Clients		Expenditures	
	Number Served	Use Rate*	Total Spent (\$)	Per Client (\$)
Aging and Adult Services	60,758	1.0%	954,754,765	15,714
Alcohol and Substance Abuse	57,538	0.9%	83,784,154	1,456
Children's Services	196,463	3.2%	312,233,105	1,589
Developmental Disabilities Services	34,798	0.6%	601,644,512	17,290
Economic Services	942,157	15.3%	1,172,646,434	1,245
Juvenile Rehabilitation	4,172	0.1%	68,685,029	16,463
Medical Assistance	1,252,007	20.3%	2,743,387,225	2,191
Mental Health Services	118,801	1.9%	503,407,322	4,237
Vocational Rehabilitation	29,659	0.5%	43,815,705	1,477
<b>DSHS Agency Total</b>	<b>1,535,199</b>	<b>24.9%</b>	<b>6,484,358,251</b>	<b>4,224</b>
<i>Total Population</i>	<i>6,167,800</i>	--	--	--

\* Use Rate: The percent of total population receiving services (clients over total population).

Sources: Client and fiscal data – DSHS Research and Data Analysis, Client Services Database, analytical extract of 1/5/2006. Population data – 2004 estimates by the Office of Financial Management.

## DESCRIPTION OF SERVICES

### Improve the Health of Washington Residents

DSHS purchases medical services for over one million children, adults and elders mainly through Washington's Medicaid program – health-care coverage that is financed by a combination of state and federal funding. Summarized below are highlights of services.

- **Medical assistance** programs reimburse community health-care providers and hospitals for their treatment of qualified low-income families, seniors, pregnant women and children as well as special populations: refugees, alien emergency care, the homeless, and persons with disabilities. DSHS also determines disability status for the state and the federal Social Security Administration.
- **Healthy Options** is a managed care form of Medicaid covering families that qualify for welfare under Temporary Assistance for Needy Families (TANF) – a client base with high numbers of infants, children and pregnant women. The State Children's Health Insurance Program and Basic Health Plus also provide health care coverage for children in families of the working poor.
- Washington State hospitals receive **Medicaid funding** to help offset the cost of the uncompensated care they provide to low-income individuals. Medicaid also funds programs to support Outreach and Linkage activities at public schools, health departments and Indian tribes. Other Medicaid access programs include transportation and interpreter services.
- **Alcohol and substance abuse treatment and prevention** services improve the health of Washington's low-income residents at risk of chemical dependency. The expansion of these services can reduce utilization of emergency room, medical care, medical and psychiatric hospitalization, nursing home care, and overall medical costs.
- **Mental health services** are provided to individuals with acute and chronic mental illness and to children with serious emotional disturbance, in community settings and in state owned and operated hospitals. Under a managed care model, we contract with the Regional Support Networks to provide treatment, support, employment, and residential services to persons meeting statutorily defined categories.

### Improve Safety and Well-being of Children

DSHS provides services to vulnerable children, youth and their families. Among the 200,000 individuals we served in FY2005, over 19,000 children were in the state's care through out-of-home placements. The following represents key services for children.

- **Child Protective Services** provides 24-hour, 7-day a week intake, screening and investigative services for reports of suspected child abuse and neglect. Courts, law enforcement, and communities are critical members of the child protective system.
- **Child Welfare Services** provides permanency planning and intensive treatment services to children and families when long-term services are needed beyond those available through Child Protective Services or Family Reconciliation Services. Both in-home and out-of-home services may be provided to address abuse and neglect issues.

- **Family Reconciliation Services** are voluntary services devoted to prevent out-of-home placement of adolescents.
- **Other services** are also available to **strengthen families** that are in crisis and to promote children's safety, permanency and well-being. Many services for children and families are provided by community agencies.
- **Adoption Services** recruits and screens families interested in adopting children who are in the care and custody of the department. The focus is on placing special needs children in foster care into adoptive homes. **Adoption Support** helps families offset the additional expenses involved in caring for these children.
- **Foster Care Licensing** licenses, supports, and monitors family foster homes, residential group care facilities, crisis residential services, overnight shelters, residential teen parenting programs, adoption agencies, and child placing agencies.
- **The Infant Toddler Early Intervention Program** coordinates services to enhance the development of approximately 6,500 (per year) eligible children age birth-to-three and to enhance the capacity of families to meet the special needs of their children.
- **Health insurance, subsidized child care and mental health** services are available for children in low-income families.
- **Evidence based treatment and intervention services** are provided to juvenile offenders to reduce re-offending and address treatment needs for mental health, substance abuse, sexual offending and cognitive impairments.

### **Improve Health and Safety of Vulnerable People**

DSHS brings together the major long-term care and supportive service programs designed for children, adults and seniors with physical disabilities, developmental delays or disabilities, cognitive impairment, chronic illness and related functional disabilities.

- **Long-Term Care services** help formal and informal caregivers to meet the client's needs including supervision, assistance with daily activities, personal care, nursing, or other supportive services. These services are available in the client's own home, community residential settings such as adult family homes and boarding homes, or institutional settings such as nursing homes or Residential Habilitation Centers.
- **Adult Protective Services** investigates complaints of abuse or neglect of vulnerable adults in their own home.
- **Residential Care Services** licenses and/or certifies adult family homes, boarding homes, and nursing homes statewide, and investigate complaints in the settings. Other **Community residential options** include supported living for persons with developmental disabilities.
- **Information and Assistance Program** services, through contracts with Area Agencies on Aging, provide information to individuals and families who need to learn about long-term care options and resources. **Case Management** services ensure client care is appropriate, of good quality and cost-effective.

- **Employment and Day Program** services, through contracts with county governments and their service providers, provide ongoing support for persons with developmental disabilities to find and maintain paid jobs.
- **Services for the deaf, hard of hearing, and deaf-blind communities** include provision of telecommunication relay services, distributions of specialized telecommunication equipment, DSHS reasonable accommodations including sign language interpreters, and provision of human services through five Regional Service Centers.

### **Improve Self Sufficiency to Reduce Poverty**

In FY 2004, more than 942,000 (15.3%) of Washington State residents received DSHS' assistance that helped them meet their basic needs and achieve economic independence. Described below are some of these core services.

- DSHS provides low-income people with cash grants, food and medical assistance, employment services, and subsidized child care. Major programs include **WorkFirst** (TANF program), **Basic Food** (formerly Food Stamp Program), **General Assistance for the Unemployable**, **Refugee Assistance**, and **Working Connections Child Care**.
- To protect children from unsafe child care, DSHS enforces **child care licensing and regulation** by requiring child care providers to meet health and safety standards. In July 2006, the Department of Early Learning (DEL), a new agency created by 2006 Washington State legislation, will take over functions of child care policy, licensing, monitoring, and inspection. DSHS and DEL will work closely to ensure successful transition of these functions.
- **Child support enforcement** services ensure non-custodial parents meet their financial and medical responsibilities to their children. In FY 2004, DSHS collected over \$634 million for more than 400,000 children.
- **Vocational Rehabilitation Services** are provided to eligible people with disabilities to obtain, regain, or retain integrated, competitive employment in order to improve self-sufficiency and reduce dependence on public support.

### **Foster Public Safety through Rehabilitation Services**

DSHS provides the following rehabilitation services in a secure environment as a protection for staff, residents and the public.

- About 1,200 youth are committed annually to our **juvenile rehabilitation** program by county juvenile courts. Evidence-based interventions are the foundation for **Secure Residential Care**, **Community Based Residential Care** and **Functional Family Parole Aftercare** programs. Services for these youth are provided within the context of **Integrated Treatment Model**. Youth in residential care learn cognitive behavioral skills to manage their own behavior and reduce their risk to re-offend. As youth return home, the focus shifts to improving the functioning of the family.

- Thousands of offenders in community-based settings receive **Chemical dependency treatment** in lieu of incarceration. In Fiscal Year 2005, 29,105 adults and 5,639 adolescents ages 12-17 received treatment with DSHS-funded support. During the 2003-2005 Biennium, approximately 152,642 individuals participated in our prevention programs.
- Those civilly committed individuals who were found not guilty by reason of insanity can access our **mental health services**. Services include evaluations, care, and restoration of competency to stand trial.
- A **sex offender treatment program** is for civilly committed sex offenders who have completed their prison terms. This program offers the offenders an opportunity to change and manage their behaviors so they can return to their families and community without re-offending.